

MSIX Frequently Asked Questions (FAQs)

U.S. DEPARTMENT OF EDUCATION

MSIX Frequently Asked Questions

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“MSIX IS AVAILABLE TO AUTHORIZED USERS ONLY”



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1.0 MSIX Overview

1.1 What is MSIX?

Migrant Student Information Exchange (MSIX) is a web-based portal that links states' migrant student record databases to facilitate the national exchange of migrant students' educational among the states.

MSIX does not replace existing state migrant student record systems; rather, it links them in a minimally invasive manner to collect, consolidate, and make critical education data available. MSIX leverages available information provided by states to the U.S. Department of Education's (ED) Education Data Exchange Network (EDEN) system to ease the data collection burden on states.

1.2 When did MSIX become available?

MSIX became available to all states on September 28, 2007.

1.3 What browsers does MSIX support?

MSIX supports the use of Internet Explorer v5.5 or higher, Firefox v1.5 or higher, Netscape v7.0 or higher, or Safari v2.0 or higher.

1.4 Does MSIX require any specific browser configuration?

Yes. Your Internet browser should be set up so that it does NOT cache Internet pages. This will allow any MSIX updates and patches to be viewed on your computer.

Steps to Configure Your Internet Explorer Browser:

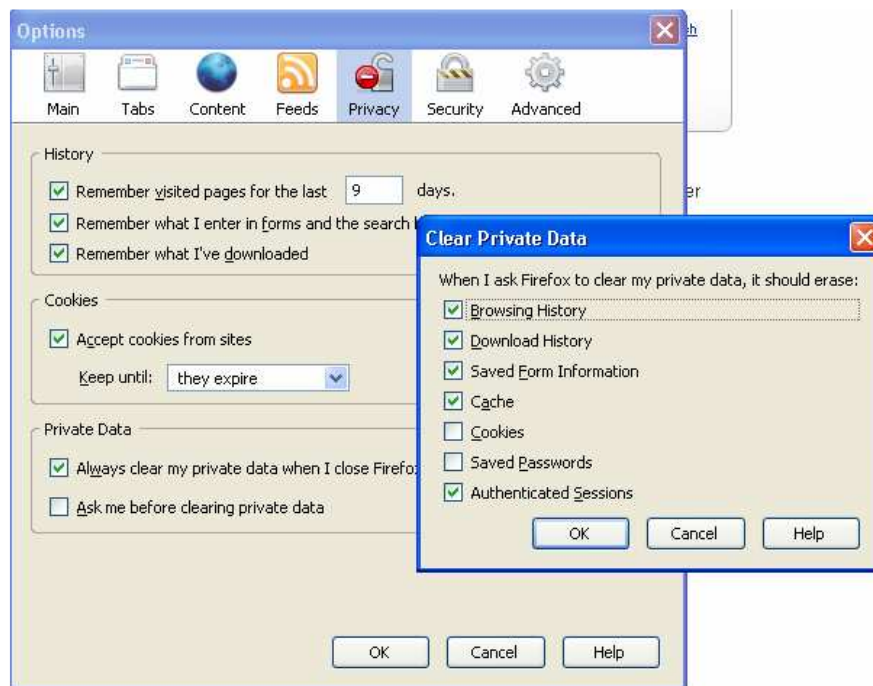
1. From the "Menu Bar, select **Tools**, and select **Internet Options**.
2. On the Internet Options window on the General tab in the Temporary Internet Files section, click the **Settings** button.
3. On the "Settings" window "Check for newer version of the stored pages" section, select the option for **Every time you start Internet Explorer**. Then, click the **OK** button.





Steps to Configure Your Firefox Browser:

1. From the "Tools" option, select **Options**.
2. On the "Options" window, select the **Privacy** tab. In the "Private Data" section, select the option for **Always clear my private data when I close Firefox**.
3. In the "Private Data" section, click the **Setting** button.
4. On the "Clear Private Data" pop-up, select the option for **Cache**. Then, click the OK button.
5. On the "Options" window; click the **OK** button.



Steps to Configure Your Safari Browser:

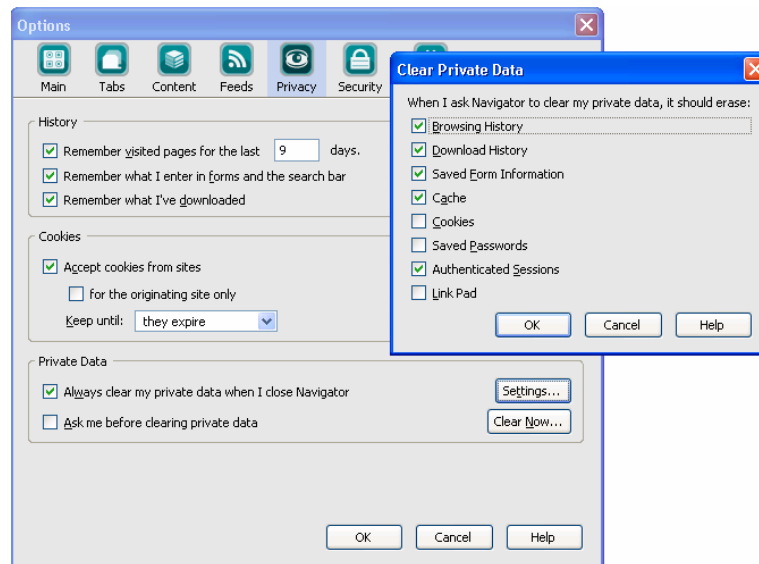
1. From the "Edit" option, select **Private Browsing**.
2. On confirmation window, click the **OK** button.





Steps to Configure Your Netscape Browser:

1. From the "Tools" option, select **Options**.
2. On the "Options" window, select the **Privacy** tab.
3. In the "Private Data" section, deselect the option for **Ask me before clearing private data**, and select the option for **Always clear my private data when I close Navigator**.
4. In the "Private Data" section, click the **Setting** button.
5. On the "Clear Private Data" pop-up, select the option for **Cache**. Then, click the **OK** button.
6. On the "Options" window, click the **OK** button.



1.5 Does MSIX require any specific installations or downloads?

Adobe Flash Player (version 6 or later) must be installed in order to view the online training content. Adobe Flash Player is often part of the standard software provided with most computers. The Flash Player can be downloaded, free of charge, from www.adobe.com.

If you do not have access to Adobe Flash Player, you should refer to the MSIX User Manual for guidance and information about using MSIX. The MSIX User Manual can be accessed via MSIX from the training link in the top navigation menu or can also be found in Trainers' Corner, which is outside the application on the MSIX Login Page.

2.0 MSIX Contact Information

2.1 Who should I contact for questions?

You can direct all questions to the MSIX Help Desk at 1.866.878.9525 or MSIXSupport@deloitte.com. Questions will be routed to the most appropriate person to provide a response.



2.2 Who should I contact if a password needs to be reset, disabled, or deactivated?

You should contact your User Administrator for these functions. You can find your User Administrator's contact information by clicking on the "How Do I Get an Account" link on the MSIX Login Page. **The MSIX Help Desk cannot reset, disable, or deactivate user passwords.**

A typical request may be to have your password reset. If you try to log into MSIX *three consecutive times* and fail to input the correct information, your account is locked and disabled. When this happens, you must contact your User Administrator to reset your password in order to reactivate the account. Once reset, MSIX will automatically email a randomly-generated password to you.

2.3 What support should I expect from the MSIX Help Desk?

What does the Help Desk DO: The MSIX Help Desk's role is to provide support to the MSIX User Community and answer questions regarding MSIX functionality. When issues arise outside of normal functionality, the Help Desk will intervene to coordinate resolution.

What does the Help Desk NOT DO: The scope of the Help Desk's tasks is limited in the area of passwords. **The MSIX Help Desk cannot reset, disable, or deactivate user passwords.** Your User Administrator performs these functions. You can find your User Administrator and find their contact information by clicking on the "How Do I Get an Account" link on the MSIX Login Page, which is located on the MSIX website outside the application.

2.4 How do I find the Data Administrator assigned to a given student?

MSIX displays the Data Administrator associated with each student's records for each state. This information can be found on the Historical Student Record View page under the Enrollments section. This will help you to identify the correct Data Administrator to contact for questions or issues regarding a student's records.

3.0 MSIX Documentation and Training Materials

3.1 What training is available for MSIX?

MSIX has a robust training program that includes online help and web-based training. The training is accessible directly from the MSIX website under Trainers' Corner. Therefore, it is available prior to logging into MSIX by clicking on the "Online Training" link for the desired role in Trainers' Corner. In addition, the training can be accessed by clicking on the "Training" link at the top of any page. Here you will find the training module that is applicable to your user role.

3.2 How much time does the online training take?

On average, the training takes between one and two hours. The time depends on your role and how quickly you are able to move through the training modules.



3.3 How does ED provide on-going training to account for staff turnover?

The MSIX online training modules are available for you to access at any time. You can also download and print out the User Manual as a reference. MSIX's intuitive design allows you to perform your tasks without extensive training.

4.0 MSIX User Roles and Responsibilities

4.1 What are the MSIX user account types or roles?

MSIX users will have the following roles, depending on their job function:

MSIX User Roles and Responsibilities			
User Role	Description	Functions Allowed	Potential Users
School and District Level Roles			
MSIX Primary	MSIX Primary Users can query student records in all states. This user can also initiate the merge and split process for student records in his or her state.	<ul style="list-style-type: none"> Search, display, and print student records for students in all states Initiate merge and split of student records Email notification of an arrival or departure of a student Export Student Records to File 	<ul style="list-style-type: none"> Guidance Counselors MEP Data Entry Staff Recruiters Registrars Teachers
MSIX Secondary	MSIX Secondary Users can query student records in all states.	<ul style="list-style-type: none"> Search, display, and print student records for students in all states Email notification of an arrival or departure of a student 	<ul style="list-style-type: none"> Guidance Counselors MEP Data Entry Staff Recruiters Registrars Teachers
District Data Administrator	District Data Administrators can validate or reject near matches, merges and splits of student records. This user can also initiate the merge and split process for student records in his or her district.	<ul style="list-style-type: none"> Search, display, and print student records for students in all states Generate Reports Initiate merge and split of student records Validate or reject record near matches, merges and splits Resolve data quality issues Respond to escalation requests Email notification of an arrival or departure of a student Export Student Records to File 	<ul style="list-style-type: none"> State MEP Administrators MEP Data Entry Staff
Regional Level Roles			
Regional Data Administrator	Regional Data Administrators can validate or reject near matches, merges and splits of student records. This user can initiate the merge and split process for student records in his or her region. This user will also serve as the secondary point of contact for escalation issues.	<ul style="list-style-type: none"> Search, display, and print student records for students in all states Generate Reports Initiate merge and split of student records Validate or reject record near matches, merges and splits Resolve data quality issues Respond to escalation requests Email notification of an arrival or departure of a student Export Student Records to File 	<ul style="list-style-type: none"> State MEP Administrators MEP Data Entry Staff
Regional User Administrator	Regional User Administrators establish and manage user accounts for users in their region.	<ul style="list-style-type: none"> Create User accounts Assign User Role(s) Update User account information Deactivate User accounts Reset passwords 	<ul style="list-style-type: none"> State-identified



MSIX User Roles and Responsibilities			
User Role	Description	Functions Allowed	Potential Users
State Level Roles			
State Data Administrator	State Data Administrators can validate or reject near matches, merges and splits of student records. This user can initiate the merge and split process for student records in their state. He or she can also resolve data quality issues and serve as the primary point of contact for escalation issues.	<ul style="list-style-type: none"> Search, display, and print student records for students in all states Generate Reports Initiate merge and split of student records Validate or reject record near matches, merges and splits Resolve data quality issues Respond to escalation requests Email notification of an arrival or departure of a student Export Student Records to File 	<ul style="list-style-type: none"> State MEP Administrators MEP Data entry staff
State User Administrator	State User Administrators establish and manage user accounts for users in their state.	<ul style="list-style-type: none"> Create User accounts Assign User Role(s) Update User account information Deactivate User accounts Reset passwords 	<ul style="list-style-type: none"> State-identified
State Region Administrator	State Region Administrator establishes and maintains the regional structure and associated districts for states that choose to use regions.	<ul style="list-style-type: none"> Enable and disable regional structure Create new regions Associate districts to regions Edit regions 	<ul style="list-style-type: none"> State MEP Administrators MEP Data entry staff

4.2 Are states required to use the MSIX "User Application for Access to MSIX" registration form?

The "User Application for Access to MSIX" registration form is not required. The form is an example created to help states with the user registration process. The states can determine their own user registration process using ED security guidance.

4.3 Can I have more than one role in MSIX?

Yes, an individual may have multiple job functions and need to have more than one role within MSIX. For example, the State Data Administrator may also have the State Region Administrator duties and need both roles within MSIX.

4.4 Can I enter student records directly into MSIX?

No, only states can provide files for upload into the MSIX consolidated database using the established interfaces.

4.5 Will I continue to use my current State MEP system?

Yes. You will continue to enter student information in your current system. MSIX consolidates student information for you to view in MSIX, but you do not directly enter any student data into MSIX.

4.6 Who has the final say when states disagree about a student match?

States will resolve any discrepancies amongst themselves. MSIX functionality allows a record to stay on hold during the time that states make a determination. OME will periodically generate reports of the total number of



unresolved mismatches by state and will discuss issues with individual states, as necessary.

4.7 Who creates and manages a user's MSIX account?

The U.S. Department of Education registers and manages the State User Administrator accounts. State User Administrators are responsible for registering the users in their states. Some states will also have Regional User Administrators who register users in their Region.

5.0 MSIX Functionality

5.1 Should I use the back button when navigating MSIX?

When navigating through MSIX, you should only use the system navigation rather than relying on the browser back button. MSIX determines which data to carry forward from page to page when navigating through MSIX using the links provided within the application. This same determination is not made when using the browser's Back button, so unpredictable results may occur if the Back button is used instead of the links provided within MSIX.

5.2 How often can I change my password?

You can change your MSIX password once per day.

5.3 When are items deleted from my worklist?

Worklist items are removed from your worklist once they have been completed or escalated to a higher level for resolution.

5.4 Can I update student data directly in MSIX?

No. MSIX consolidates student information for users to view in MSIX, but you cannot directly enter or change any student data into MSIX.

5.5 Can I use the State Student ID to initiate a merge or split?

No. The State Student ID only displays data for the associated state on the Student's Consolidated and Historical views, whereas the MSIX ID displays data from all states on the Consolidated and Historical views. It is important to consider the data available from all states when making the decision to merge or split student records. Therefore, the MSIX ID should be used to initiate a merge or split.

5.6 What is the difference between disabling a user account and deactivating a user account?

Disabling a user account *temporarily* prevents the user from accessing MSIX. A disabled account can later be re-enabled. Deactivating a user Account *permanently* prevents the user from accessing MSIX and cannot be reactivated. If a user with a Deactivated account needs access to MSIX, a new user account will need to be created for that user.

5.7 What are the delivery methods and formats for system notifications?

MSIX uses email to send out system notifications. Additionally, Data Administrators will see a message on the MSIX Homepage indicating that they have worklist items to resolve when they login to MSIX.



5.8 What types of system reports are available in MSIX, and what are the delivery methods and formats?

MSIX offers reports on a role-based basis. Data Load, Data Quality, and Worklist Reports are available to Data Administrators and Government Administrators. Account Management, User Account List, User Detail, and User Role reports are available to User Administrators and Government Administrators. MSIX users can print system reports in HTML format directly from MSIX.

5.9 If email alerts are undelivered for any reason, will MSIX send out a second alert? If so, what timeframes will there be between notices?

Currently, the MSIX design does not include a monitored inbound email box to receive and respond to emails (undelivered or other messages). However, alerts will appear in users' MSIX worklists regardless of whether or not they receive an email message. Additionally, MSIX automatically routes alerts that are not resolved by users in a timely manner to the State Data Administrator for resolution.

5.10 How does MSIX notify a sending school that a migrant student has moved to another school?

MSIX provides functionality to allow users to send an email notification to the student's sending school when the student's new school enters the student's enrollment.

How does MSIX notify MEP personnel of an upcoming arrival?

MSIX sends an email notification through a user-initiated process to notify the appropriate MEP personnel that a student is arriving in their area.

How can I know that an email has been sent on my behalf to notify the receiving school of the student's move?

When you send a student move notification, you will be copied on the Student Move Notification email that is automatically sent. This will serve as a confirmation to the person that originated the notification, helping him/her to maintain his/her own records. It will also make it easier for the recipient to respond to the notification by providing your contact information.

5.11 How do I enter the Birth State on the Advanced Search page?

All Birth States from all countries are listed in the State drop-down. That list is then filtered by country if you select a country. You can select the Birth State one of two ways. First, you can select a country first and see only the states from that country. Or, you can select the Birth State from the full State drop-down menu.

5.12 How do I search hyphenated names?

MSIX receives all of its student data directly from states. If your state system stores hyphenated names, then MSIX will display the data with hyphens. The best way to search for hyphenated names is to use the partial search option and use the part of the name before the hyphen. You can then locate the name you are looking for in the list of results.

5.13 How can I sort the search results?

You can sort the search results by clicking on the column names. When you click a column name, the search results will be sorted by that column. This



feature is available in student search results, user search results, and district search results tables.

5.14 Why does MSIX provide the ability to download student records?

MSIX provides the ability to download student records because there is a need for those states to update their "state-wide" systems with accurate data. As more states adopt MSIX, the data quality can surpass that of the "state-wide" systems and therefore leveraging the ability to download a student's record will be very helpful to those states in question.

5.15 Can I obtain a printed copy of an individual student's information?

From both the Historical View and Consolidated View pages, you are provided with the ability to print out copies of a report in HTML, PDF or MS Word format. When you attempt to print a Consolidated Student Report, you are given the additional option to choose to print out specific sections of a report and/or the entire report itself.

5.16 How can I determine why I am blocked from flagging a student's record for a merge/split?

If you attempt to flag a student for split/merge that has already been flagged by another user, the following error message will appear: "Unable to Flag Record for Split/Merge. Reason: Student flagged for user initiated split/merge. [Click](#) for details." If you click on the link provided, you will be redirected to a screen that provides the reason/comments around the initial flag.

5.17 Can I flag students for merge from the Student Search Results page?

You can flag multiple students for merge from the Student Search Results page. After performing a student search, a 'Flag for Merge' checkbox appears next to each student record. You can click the check box for multiple students, and after selecting the students, you can initiate the merge process by clicking on the 'Flag for Merge' button.

5.18 Can I enter only a portion of a birth date for a student when doing a search?

MSIX allows you to a search for students based on the date of birth (DOB) when you only have partial date information. If you enter this partial DOB information when conducting a student search, a list of all recorded students that were born on that particular month, date, and/or year will be displayed.

6.0 MSIX Data

6.1 Will MSIX data determine eligibility?

MSIX consolidates migrant student information for users to view, but it is still the states' responsibility to determine which students are eligible for Migrant Student benefits and indicate those students appropriately in their state systems for submission into MSIX.

6.2 How are state systems connected to MSIX?

State systems regularly transfer files to MSIX using a predefined format that groups the Minimum Data Elements (MDEs) in a relational format.



6.3 Does it matter if a student's school start date and MEP enrollment date are different?

No, the enrollment and start dates can be different.

6.4 Why does MSIX need my work phone number stored in my user account?

Your phone number may be needed in the event that another MSIX user or an Administrator may need to contact you at work, especially in cases where direct communication is necessary to resolve issues pertaining to one of your state's students.

6.5 Is an XML Schema or Document Type Definition (DTD) available?

Yes, states can obtain a copy of the XML Schema Definition (XSD) by sending a request to msixsupport@deloitte.com.

6.6 Who will assign the ID numbers required in the file formats (i.e., Demographics Record ID, Enrollments Record ID, Course History Record ID, Assessments Record ID, and Immunization Record ID)?

States will assign these numbers. MSIX only uses these values in the file and does not store them with the associated student's records. MSIX will use the values to identify specific errors at the record ID level. Additional details about these values were included with the file formats provided by the MSIX team. The most recent version of the file formats was distributed on August 27, 2007. If you would like electronic versions of other materials, please send your request to the MSIX Project team at MSIXTeam@deloitte.com.

6.7 Are the ID numbers a permanent unique key that will be used to track a student's demographic, enrollment, course history, and assessment information?

The ID numbers (e.g., Demographics Record ID, Enrollments Record ID) passed in the Inbound State Submission file are used merely for auditing and troubleshooting issues related to file processing. These ID numbers will never appear to the average user within MSIX. MSIX uses the MSIX Identification number, which it generates, to uniquely identify students in MSIX.

6.8 What is the source of the NCES School Identification Codes used in MSIX?

MSIX uses the standard National Center for Educational Statistics (NCES) School Identification Codes that are available on the NCES website. For more information about NCES, click the "NCES" link in the left-hand navigation menu within MSIX or go to (<http://nces.ed.gov>).

6.9 How does MSIX use the NCES School Identification Codes?

MSIX uses the NCES School Identification Codes to retrieve address and district information for the school.

6.10 When should a state submit the NCES School Identification Code versus the program facility information?

When available, states should submit the NCES School Identification Codes to MSIX.



If the enrollment is associated with a school, the NCES School Identification Code is all that is required; school codes are available from the NCES website (<http://nces.ed.gov>). If the enrollment is associated with a facility, then an NCES code is not necessary.

If a state cannot provide the NCES School Identification Code, the state should submit the complete facility information to MSIX using the appropriate MDE elements. This information should include the name and address of an administrative office where MEP project staff can be contacted.

6.11 My state does not store NCES School IDs in the State MEP system. Will it be necessary to change our School IDs to NCES IDs?

No, it is not necessary to change your School IDs to the NCES IDs. You will be asked to provide MSIX with the NCES ID, but you can continue to use the School ID in your own system. Note that NCES IDs are codes that identify schools; NCES IDs do not identify students.

Can states send their own school codes instead of the NCES IDs?

No, MSIX cannot accept your state-specific school codes. You can continue to use your state codes in your own system.

6.12 Our summer programs do not have assigned NCES Identification codes. How do we pass program facility information to MSIX?

When a program does not have a NCES School Identification Code, states should pass the complete facility information using the appropriate MDE elements. This information should provide the name and address of an administrative office where the MEP project staff can be contacted. See the FAQ titled "When should a state pass the NCES School Identification Code verses the program facility information?" for further information.

6.13 Is there one national ID number for each student?

The MSIX ID uniquely identifies the consolidated record for each student. This number will be different from a state's current student ID number, since a student could have attended school in multiple states (and would have a different ID in each state), but he or she would only receive one MSIX ID.

6.14 The Proposed Submission (MSIX Inbound) File Layouts state that the "MSIX Identification Number" is a "Unique 12-digit numeric value, system assigned." Who assigns this number?

MSIX will initially assign this number to newly identified students as a result of sending the student through the matching process. MSIX will send the MSIX Identification Number back to the states through regular file transfers. After initial identification, MSIX expects that the states will include the MSIX Identification Number with future submissions for previously identified students.

If this number is assigned by MSIX, how should this field be populated in the states' initial file upload?

For the initial load, this field is not required because states will not yet have an assigned MSIX Identification Number for their students.



For states that also use eScholar's Uniq-ID, is it possible to have multiple Uniq-ID implementations using the same ID number?

No, MSIX is distinctively designed to avoid this. The standard Uniq-ID number format for state implementations is ten digits. MSIX is implementing a twelve-digit number format.

6.15 Does MSIX exchange data on a real-time basis with the state's systems?

No, MSIX processes all Inbound and Outbound data via a batch process that is executed nightly.

6.16 What files does MSIX generate for states to retrieve?

Two types of files are available to states:

- An automated response file that will contain a record for each student record that the state submits. The response file will contain the MSIX ID for each student (if it is available), and a status value. The file that MSIX generates will use the same format that a state uses to submit its Inbound file; and
- The OnDemand Download file. That file will contain either the Consolidated or the Historical details for a single student, depending on the option that the user selects when he or she requests the download.

6.17 Under the Privacy Act of 1974, how can a parent or student review the student's MSIX record?

Parents and students can review a copy of the student's MSIX record by requesting one from an MSIX authorized user. If parents and/or students are unsure of whom to contact locally, they can contact the State MEP Director; a list is provided at <http://www.ed.gov/programs/mep/contacts.html>. More information about parents' and students' rights under the Privacy Act can be found at <http://www.usdoj.gov/oip/privstat.htm>.

6.18 Under the Privacy Act, how can parents and students request an MSIX record amendment?

To modify an MSIX record, parents and students must first work directly with the state where the student is currently enrolled. Parents and students should contact their local Migrant Education Program (MEP) personnel to view the MSIX record. If parents and/or students are unsure of whom to contact locally, they should contact the State MEP Director; a list is provided at <http://www.ed.gov/programs/mep/contacts.html>. After the error is corrected in the state system, the new information will be transmitted to MSIX through the regularly scheduled file transfer process.

If parents and students cannot reach a satisfactory resolution with the state which submitted the data in question, they should contact Jennifer Dozier, MSIX Project Manager, at 202-205-4421. More information about parents' and students' rights under the Privacy Act can be found at <http://www.usdoj.gov/oip/privstat.htm>.

If at this point the dispute has not been resolved, the Office of Migrant Education (OME) would enter a comment to the effect and the dispute would be recorded in MSIX on the Consolidated Student Record View, under the Privacy Act tab.



6.19 When submitting data to MSIX, how do states block records (e.g., enrollments, courses) that are not from their own state?

The states will cross reference the MSIX ID with their state specific ID and only send data that is the result of that query.

6.20 Do states need to send MSIX information for migrant students that do not have a Certificate of Eligibility (COE)?

No, only the eligible student data (e.g., COE recipients) will need to be provided to MSIX.

6.21 As a Data Administrator, why does the data I see in MSIX slightly differ from what I see in the state records?

In addition to the Historical Student Record View link, there is a link for Raw Student Record View for Data Administrators. This link directs you to a screen that contains the unprocessed data that is directly received from state files. In some situations, the data received from states fails to meet the MSIX standards and is not displayed or is replaced by MSIX reference data. By clicking on the Raw Student Record View link and checking the raw data, you may view the student's data as it was originally submitted by the state.

7.0 MSIX Security

7.1 What type of security training is required to use MSIX, and how is it administered?

All MSIX users are required to acknowledge that they have reviewed, understand, and agree to comply with the MSIX Rules of Behavior prior to being granted access to MSIX. The MSIX Rules of Behavior contain topics that provide MSIX users with the necessary security awareness knowledge to adequately perform their job functions while protecting MSIX information.

7.2 Who can view the information entered in the free-text comment fields?

Comments entered in the comments field will be shared unedited and in their entirety with other MSIX users. To protect the student's privacy, you should not enter any sensitive information, such as Social Security Numbers or other Personally Identifiable Information, in the Comments fields.

7.3 What is the required password format?

MSIX passwords must contain a minimum of eight (8) characters. They must contain at least one upper case letter (A-Z), one lower case letter (a-z), one number (1-9), and one special character (e.g., #, % or &).

7.4 How often must MSIX passwords be changed?

MSIX passwords expire every 60 days. You will be prompted to replace the expired password with a new password the next time you access MSIX.

7.5 Can I reset my password to the same password that I used before?

No, according to Department of Education security policy, you cannot use your six previous passwords.

